

**Source(s)**

Jewell Lowe, SWLERC, Inc. [phone interview, 3/6/01]

Marie Boudreaux, Resources/Systems Administrator – 232-HELP [email update 7/10/02]  
<<http://www.232-help.org>>

Dan Lucas, Regulatory Manager - BellSouth Louisiana

<b>State</b>	Louisiana (New Orleans Metropolitan Area and Southeast Louisiana)
<b>Company/Project</b>	VIA LINK 211
<b>Development Leaders</b>	VIA LINK
<b>Utilities Commission</b>	The Louisiana Public Service Commission administers applications to provide 211 service and assigns the number to qualified applicants.
<b>Legislation</b>	Legislation is to be determined.
<b>System Design</b>	Centralized. A single call center provides service to an 9-parish area in SE Louisiana.
<b>Databases</b>	VIA LINK 211 currently uses "Service Point", database software developed by Bowman Internet Systems of Shreveport, LA. VIA LINK 211's database currently contains approximately 2,800 resources and is used to publish VIA LINK's community resource directory and <a href="http://www.vialink.org">www.vialink.org</a>
<b>Notes - Project</b>	VIA LINK (formerly the Volunteer and Information Agency) has published a directory of community resources for the New Orleans area since the 1920s and has offered telephone I&R service since the 1980s to a population of approximately 1.5 million. VIA LINK also offers crisis intervention, counseling, and suicide prevention services. VIA LINK received approximately 70,000 inquiries in 2001 and began offering operational 211 access in June, 2001. VIA LINK is certified by American Association of Suicidology . VIA LINK is presently implementing a new I-3 software-based telephone system purchased from BellSouth.
<b>Major Issues - Project</b>	No major obstacles have been expressed. Implementation of 211 service in New Orleans has been facilitated by the cooperative efforts of BellSouth".
<b>LEC Involvement</b>	BellSouth
<b>Tariff</b>	A BellSouth tariff specific to 211 is applied ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001). This tariff requires a service establishment charge of \$389.90 per basic local calling area and a \$150.00 per central office programming fee.
<b>Rate Structure</b>	After service establishment charges, no monthly recurring rates or charges are indicated.
<b>Setup Costs</b>	Approximately \$11,300.00 in total service establishment charges.
<b>Maintenance Costs</b>	No monthly recurring charges are included in the BellSouth tariff.
<b>Notes - LEC</b>	VIA LINK 211 representatives have characterized BellSouth as being "extremely supportive" with regard to 211 implementation.
<b>Major Issues - LEC</b>	No major obstacles have been indicated. VIA Link is currently pursuing funding opportunities for the anticipated increase in calls and to expand its call center.
<b>Wireless Development</b>	No substantial contact has yet been made with wireless service providers.
<b>Source(s)</b>	Marilyn Shraberg - VIA LINK 211 [phone interview 8/2/01] [updated 7/31/02] < <a href="http://www.vialink.org">http://www.vialink.org</a> >

<b>State</b>	Maine
<b>Company/Project</b>	Maine 211 Task Force
<b>Development Leaders</b>	United Way, Ingraham, Maine Department of Human Services, etc.
<b>Utilities Commission</b>	The Maine Public Utilities Commission (MPUC) was engaged in discussion and kept informed of progress. MPUC indicated an interest in assigning 211 to the Maine 211 Task Force once a feasible working model is presented.
<b>Legislation</b>	No legislation is currently pursued.
<b>System Design</b>	The United Ways of Maine will establish a Maine 211 entity controlled by the United Way of Greater Portland that will contract with Ingraham centralized 24-hour, seven-day per week call center service. Ingraham will be responsible for operations and develop contracts with as many as five regional United Way resource centers for assistance in updating the statewide resource database.
<b>Databases</b>	Ingraham has developed and is populating an SQL database. Current data covers approximately 1,200 programs in southern Maine and will be expanded as service agreements are developed with regional resource centers. In addition, organizations throughout the state will soon be able to submit additions and corrections using browser-based forms.
<b>Notes - Project</b>	<p>- The Maine 211 Task Force, formed in 2000, is comprised of representatives from six Maine United Ways, Ingraham, the Department of Human Services, and the Department of Behavioral and Developmental Services. The Task Force has developed a system model. Governing control has been assigned to the United Way of Greater Portland. They are currently defining the costs for telecommunication services, developing the contract relationship with Ingraham for the 211 Call Center, and identifying funding. Ingraham has developed the database management tools, the operational model, and a three-year pro forma.</p> <p>- Ingraham currently provides services to Maine's largest urban area, including a 24-hour comprehensive I&amp;R/crisis hotline (the only one of its type in the state), mental health crisis response, residential programs, community support, and vocational rehabilitation services. Ingraham's I&amp;R program responds to 55,000 inquiries annually, of which 45,000 are considered "completed transactions." Ingraham is affiliated with and partly funded by the United Way of Greater Portland, is an AIRS affiliate (though not AIRS certified), is AAS Certified, and is an affiliate of Hopeline/1-800-SUICIDE.</p> <p>- Estimated total startup costs for a statewide 211 system are approximately \$500-600,000.00 (including approximately \$150,000.00 in total telephony costs - WAN construction, service establishment, etc.), with estimated annual operating costs of approximately \$1.2 million.</p>
<b>Major Issues - Project</b>	Funding.
<b>LEC Involvement</b>	Preliminary contacts have been made with Verizon and other Maine carriers through the Telephone Association of New England. All have indicated interest in bidding for 211 service.
<b>Tariff</b>	None yet proposed.
<b>Rate Structure</b>	Unknown.
<b>Setup Costs</b>	Unknown.

**Maintenance Costs** Unknown.

**Notes - LEC**

**Major Issues - LEC** No major obstacles with regard to LECs have been expressed.

**Wireless Development** No contact has been made with wireless service providers.

**Source(s)** Elena Schmidt, Director of Development – Ingraham [phone interview 7/27/01] [updated 1/30/02] [updated 7/28/02]

<b>State</b>	Maryland
<b>Company/Project</b>	2-1-1 Maryland Task Force / United Way Central Maryland
<b>Development Leaders</b>	United Way of Central Maryland, Maryland State Association of United Ways, Maryland Information and Referral Providers Council, and major departments of state government.
<b>Utilities Commission</b>	A staff member of the Commission has participated actively in the work of the Task Force and there has been ongoing contact with the Maryland Public Service Commission since the fall of 2000. The Commission Chair informally agreed with the view that a telephone surcharge would be an effective means for funding 211. At this time, the Task Force is preparing a request to the Commission asking that it be designated as the entity with the authority to designate organizations permitted to use 211 in Maryland.
<b>Legislation</b>	Enabling legislation was introduced in the Maryland General Assembly in January 2002. It passed the House of Delegates overwhelmingly but was not voted on in the Senate. Legislation will again be introduced in the 2003 session of the General Assembly.
<b>System Design</b>	The Task Force recommended a decentralized system consisting of 3-6 call centers located throughout the state, plus a central administrative unit and a centralized, shared statewide database (see "Databases" for more information). Potential 211 service providers will apply for service as a 211 center via a Request for Proposal (RFP) process.
<b>Databases</b>	A single, statewide database will be utilized, with regional call centers responsible for maintenance of their respective "sections". Call centers will access the database via the Internet.
<b>Notes - Project</b>	<p>The 2-1-1 Maryland Task Force was formed in August, 2000 as a collaborative effort of the Maryland State Association of United Ways, I&amp;R providers, local and state government leaders, and local and state health and human services agencies. Four committees were formed within the Task Force: a design group focusing on the most efficient 211 design for Maryland, an information group working to determine the best database resources to utilize, and a development group aiding and encouraging participation by concerned organizations. A governance committee focused on the best approach to administering a 2-1-1 system in Maryland.</p> <p>The Task Force commissioned a study by a private consultant to document the benefits and costs of a 2-1-1 system for Maryland. This study, modeled on one done in 2000 in Nebraska, was completed in October 2001.</p> <p>A Business Plan was completed in November 2001. It combines the program design developed by the Task Force Committees and benefit and cost data from the consultant's report.</p>
<b>Major Issues - Project</b>	<p>The single most important issue facing 211 implementation in Maryland is the acquisition of operational funding. The single focus of this effort is to secure a telephone surcharge as the principal new source of ongoing funding. The 2002 enabling legislation dealt with this issue (see Legislation above).</p> <p>At present, interim funding from state departments, health systems, human service organizations considering use of 800 numbers to better serve clientele, and foundations are being sought for a two-year pilot in two communities only.</p>
<b>LEC Involvement</b>	Verizon
<b>Tariff</b>	None yet proposed.

<b>Rate Structure</b>	Unknown.
<b>Setup Costs</b>	Business Plan estimates at approximately \$710,000, covering office facility modification and expansion, office equipment, technical infrastructure, new software for the database and telephone expenses.
<b>Maintenance Costs</b>	Business Plan estimates at approximately \$7,500,000 for the first year of a statewide system. Included are facility costs, technical infrastructure, initial growth of database, personnel, administrative costs and public education/marketing. The second and succeeding year costs are expected to be lower, primarily because the level of expenditure for public education/marketing will be reduced.
<b>Wireless Development</b>	No specific information concerning wireless access issues is available.
<b>Source(s)</b>	Saundra Bond, Chair; Maryland 2-1-1 Task Force, <a href="mailto:saundra.bond@uwcm.org">saundra.bond@uwcm.org</a> , (410) 895-1441 Martina Martin, Project Manager, Maryland 2-1-1 (410) 895-1476, <a href="mailto:martina.martin@uwcm.org">martina.martin@uwcm.org</a> John Geist, Project Manager - Maryland 2-1-1 Task Force, <a href="mailto:john.geist@uwcm.org">john.geist@uwcm.org</a> , (410) 895-1536 [phone interview 4/14/01] [updated 7/20/01] [updated 1/22/02] [updated 7/18/02]

<b>State</b>	<b>Massachusetts</b>
<b>Company/Project</b>	Mass211, Inc.
<b>Development Leaders</b>	Mass211, Inc., MAIRS, COMUW (see "Notes - Projects for more information)
<b>Utilities Commission</b>	The Massachusetts Department of Telecommunications and Energy (DTE) granted regulatory approval to Mass211, Inc. (then the Mass211 Task force) in May, 2000. Mass. DTE has not been involved further.
<b>Legislation</b>	Mass211, Inc. was unsuccessful in its pursuit of state funding during the FY'01 and '02 legislative sessions. Given the economic climate in Massachusetts, there are no current plans to seek funding for a 2-1-1 line item in the FY'03 budget.
<b>System Design</b>	Decentralized (with central coordination and oversight). Nine 211 Call Center have been identified to provide service in nine geographic areas of the state. Mass211 will route incoming calls to the appropriate regional call center. There will be a statewide database. The Central Office will monitor call centers for quality control, etc.
<b>Databases</b>	Mass211 has entered into a strategic partnership with the Massachusetts Executive Office of Health and Human services to improve citizens' access to community services using EOHHS' MassCARES e-government initiative. Through this agreement, the nine Mass211 call centers will combine local resource databases with the state's resource database, placing all of this into one web based central information warehouse maintained by EOHHS. In exchange for this information and the maintenance of the information, EOHHS is providing Mass211 with state-of-the-art computer workstations, systems software and high speed phone lines to enable Mass211 to effectively maintain the web-based information. This agreement gives Mass211 a top-notch technology base with which to quickly implement 2-1-1 on a fully compatible statewide system. This information will be available to the public on the Internet.
<b>Notes - Project</b>	- The Mass211 Task Force was formed in 1999, was led by the Council of Massachusetts United Ways (COMUW), and the Massachusetts Association of Information and Referral Services (MAIRS), and gained regulatory approval from the Massachusetts Department of Telecommunications and Energy in May, 2000 (prior to the FCC ruling). The task force was incorporated as a private not-for-profit organization in April, 2000 and currently utilizes a nine-member board of directors (of which three directors are appointed by MAIRS, four are appointed by COMUW, and two are appointed by the governor).
<b>Major Issues - Project</b>	The May 2002 agreement with the Mass. Executive Office of Health and Human Services creates a strong partnership that prepares Mass211 for quick implementation of 2-1-1 once funding is found and provides Mass 211 with a powerful state partner to support our funding search.
<b>LEC Involvement</b>	Verizon
<b>Tariff</b>	None yet proposed.
<b>Rate Structure</b>	No specific information on rate structures is available.
<b>Setup Costs</b>	Verizon has estimated the cost of approximately \$54,000.00 for the setup of switches on a statewide basis. Routing will be accomplished via 211-to-toll-free-800-number transparently routing the call to the relevant regional call center.
<b>Maintenance Costs</b>	None yet indicated.

**Notes - LEC**

While Mass211 and the overall 211 implementation movement in Massachusetts has built a relatively detailed business plan in terms of the organization and operation of call centers, etc., little substantial progress has been made with regard to LEC relationships.

**Major Issues - LEC**

Prior to the July, 2000 FCC ruling, Verizon challenged the 211 PUC petition filed by Mass211. This challenge was pursued on the grounds that, while Verizon was supportive of the 2-1-1 service idea, it felt that DTE should not make a decision (and therefore prompt 211 implementation) before the FCC's decision was made. Verizon felt that this would help to avoid the possibility of having to dismantle a 211 system (or parts of one) if the FCC ruled against the national petition.

**Wireless Development**

DTE decided not to order wireless companies to comply with the FCC 211 establishment at this time. When wireless service providers are "technically capable" of delivering 211 service, DTE has indicated that it will require compliance.

**Source(s)**

Jean Strock, President of the Board of Mass211, Inc.  
[updated 4/10/01] [updated 8/7/01] [updated 7/15/02]



<b>State</b>	Michigan
<b>Company/Project</b>	Michigan 211 Collaborative
<b>Development Leaders</b>	Michigan Association of United Ways, various local United Ways, Detroit Public Library, and Michigan AIRS.
<b>Utilities Commission</b>	The Michigan Public Service Commission (MPSC), following legislation passed in July, 2000 (see "Legislation" for more information), carries authority for the designation of 211 service providers.
<b>Legislation</b>	<p>The Michigan Legislature passed the Michigan Telecommunications Act effective July 17, 2000 (Public Act No. 295). Section 214 of the Act decrees that MPSC designate appropriate community I&amp;R entities to provide 211 services. In the process of making such designations, MPSC is to consider the recommendations of MI-AIRS, the recommendations of "Multipurpose Collaborative Bodies" (state-endorsed systems coordination entities which operate generally on a county-by-county basis), and to what degree the 211 applicant meets MI-AIRS standards and is able to provide 24-hour service (Michigan State Legislature; Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000.</p> <p>&lt;<a href="http://www.michiganlegislature.org/bxt/publicact/1999-2000/pa029500.htm">http://www.michiganlegislature.org/bxt/publicact/1999-2000/pa029500.htm</a>&gt;).</p>
<b>System Design</b>	Decentralized. Though no specific decisions regarding the exact number and locations of 211 call centers have yet been made, it seems likely that 10-15 call centers will be initially included in a statewide 211 system, with more possibly added later should localized service issues dictate.
<b>Databases</b>	A task force from the MI 211 Collaborative is developing a system for resource management technical assistance. The Collaborative will submit grant proposals to philanthropic foundations to fund this technical assistance program. Most comprehensive I&R call centers with plans to become 211 Call Centers currently use REFER. Tapestry is used in two call centers.
<b>Notes - Project</b>	<p>- The Michigan 211 Collaborative was formed to to implement and support the use of 2-1-1. The Collaborative consists of representatives from the Michigan Association of United Ways, a number of larger United Ways which currently operate I&amp;R services, other comprehensive and specialized I&amp;R providers, MI-AIRS, the Detroit Public Library, Michigan Nonprofit Association, Department of Community Health, FIA, the state Office on Aging, the Michigan Telecommunications Association, Ameritech, Verizon., and is open to all interested parties.</p> <p>- The Volunteer Center of Battle Creek is launching 2-1-1 service on August 1, 2002. Heart of West Michigan United Way's (HWMUW) First Call For Help, and Gryphon Place of Kalamazoo will be operational by the end of 2002. Each of these Call Centers will serve a single county upon initial operation. A number of currently operational comprehensive call centers from other communities in the state are preparing to become 2-1-1 active in the next 18 months.</p>
<b>Major Issues - Project</b>	Few obstacles to 211 implementation have been expressed. HWMUW representatives have expressed some degree of doubt regarding the abilities of some social service programs to handle potentially increased demand for their services once 211 becomes operational. Careful management of database information with reference to the capabilities and resources of social service programs is therefore required.
<b>LEC Involvement</b>	Ameritech, Verizon, a variety of other carriers with involvement through the Telecommunications Association of Michigan
<b>Tariff</b>	Verizon: \$507.00 per call center, \$117.00 per switch with no ongoing costs.

<b>Rate Structure</b>	SBC Ameritech in Calhoun County: \$35 ongoing fee, local calls routed locally, .04 charge per call for 800 rate.
<b>Setup Costs</b>	SBC Ameritech in Calhoun County: \$1,275 per central office set up.
<b>Maintenance Costs</b>	Unknown.
<b>Notes - LEC</b>	
<b>Major Issues - LEC</b>	Volunteer Center of Battle Creek negotiated with the telcos independently. Other call centers in Michigan plan to negotiate fees as a collaborative.
<b>Wireless Development</b>	No substantial contact has yet been made with wireless service providers.
<b>Source(s)</b>	<p>Nancy Lindman, Coordinator – Michigan 211 &lt;nindman@attbi.com&gt; [updated 2/6/02] [updated 7/25/02]</p> <p>Robert McKown - Heart of West Michigan United Way / Michigan 211 Collaborative [phone interview 7/27/01] &lt;<a href="http://www.unitedwaycares.com">http://www.unitedwaycares.com</a>&gt;</p> <p>MI-AIRS &lt;<a href="http://www.comnet.org/miairs">http://www.comnet.org/miairs</a>&gt;</p> <p>Michigan State Legislature. Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000. &lt;<a href="http://www.michiganlegislature.org/btl/publicact/1999-2000/pa029500.htm">http://www.michiganlegislature.org/btl/publicact/1999-2000/pa029500.htm</a>&gt;</p>

<b>State</b>	Minnesota
<b>Company/Project</b>	Greater Twin Cities United Way (GTCUW) / First Call Minnesota (FCMN)
<b>Development Leaders</b>	Greater Twin Cities United Way, First Call Minnesota
<b>Utilities Commission</b>	The Minnesota Public Utilities Commission (MPUC) rejected the initial tariff filed by Qwest for telecommunications charges to 211 developers GTCUW and FCMN on December 3, 2001 (see "Tariff" for more information). Qwest refiled the tariff in February, 2002 with no cost per call or ongoing charges which the PUC accepted.
<b>Legislation</b>	Although a separate appropriation for statewide 211 implementation was not approved by the Legislature in 2001, it received a very positive reception in both the State House of Representatives and Senate and through the Governor's office. Through the Department of Human Services and the Minnesota Board on Aging, an appropriation was approved in the 2001 legislative session to create improved access to Seniors for health and human services information. Through that legislation, the Minnesota Board on Aging will work with GTCUW and FCMN to expand their statewide database, build a web presence and create a viable model for other partnerships with 211. Contracts between these agencies were created and development of these issues is proceeding.
<b>System Design</b>	The infrastructure for a statewide 211 system is currently in place and is a combination of a centralized / decentralized administration model with multiple call centers. In the Twin Cities region, there will be one 211 call center (GTCUW First Call for Help), and in greater Minnesota, there are currently ten hubs administered regionally under the "umbrella" of FCMN. There is a toll-free 800-number currently used for the state, routed by prefix, that will be replaced with 211. All counties and regions of the state are covered.
<b>Databases</b>	There is currently a statewide database available via the Internet or standalone, used by GTCUW and all hubs through FCMN. It will be expanded for easier access, more information, new collaborative efforts, and multilingual and consumer friendly access with the implementation of 211.
<b>Notes – Project</b>	Currently, over 250,000 calls are received annually through the statewide system. GTCUW First Call for Help and the FCMN hubs meet the recommended criteria for established 211 call centers and will be the vendors for the 211 system (Minnesota has a population of 4.4 million, with 87 counties). Expansion dollars to address capacity will initially come from the state through the Minnesota Board on Aging and from Federal Financial Participation (FFP). On December 11, 2001, the GTCUW Board approved moving forward with 211. 2-1-1 was activated in the Qwest service areas of MN at the end of May, 2002. The official launch, with marketing efforts will take place in August, 2002. FCMN and GTCUW continue to negotiate with the other 140 telecoms in the state for assignment of 2-1-1.
<b>Major Issues – Project</b>	Minnesota has a long history of successful collaboration and cooperation among service providers and state and local government. The obstacles to 211 in Minnesota are primarily financial. The work ahead includes achieving a strong strategic alliance of all stakeholders to secure an ongoing legislative appropriation for maintenance and support of the system.
<b>LEC Involvement</b>	Qwest
<b>Tariff</b>	Qwest filed a tariff with MPUC in August, 2001 requiring service establishment charges of \$30.00 per central office (177 sites) and a \$300.00 fee per point-to-number. A per-call rate of \$.02 would also have been incurred by 211 vendors. MPUC ruled that there are virtually no ongoing costs to Qwest to provide 211 after service establishment and directed Qwest to refile the tariff with no per call charge. Qwest complied with this directive and filed a revised tariff, effective February 22, 2002

<b>Rate Structure</b>	After service establishment charges, no ongoing costs will be incurred.
<b>Setup Costs</b>	Although Qwest had originally indicated \$300.00 per 211 provider service establishment charge and \$95.00 per central office programming fee (177 Qwest central offices in Minnesota are programmed to deliver 211 service), only a charge of \$5,700 was incurred.
<b>Maintenance Costs</b>	Maintenance costs in Minnesota primarily revolve around maintenance for increased capacity at the call centers. An estimated increase of \$2 million annually will be needed to maintain a 211 call system statewide. There is currently an operating budget of about \$1.5 million.
<b>Major Issues - LEC</b>	Initial negotiations with Qwest proceeded smoothly. Upon the December, 2001 ruling by MPUC requiring Qwest to revise its 211 tariff (see "Tariff" for more information), Qwest demonstrated some degree of unwillingness to continue negotiations.
<b>Wireless Development</b>	Qwest Wireless is delivering 211 access with no charges beyond the basic calling plan already carried by the user.
<b>Source(s)</b>	<p>Caty Jirik, Greater Twin Cities United Way [email submission 9/25/01] [updated 1/18/02] [updated 2/26/02] [updated 6/19/02]</p> <p>Qwest Corporation; Exchange and Network Services Catalog - Minnesota, Section 10.11.3 "N11 Service" - effective 8/27/01 &lt;<a href="http://www.qwest.com">http://www.qwest.com</a>&gt;</p>

<b>State</b>	Mississippi
<b>Company/Project</b>	First Call For Help
<b>Development Leaders</b>	United Way of Northeast Mississippi, Lee County Families First, etc.
<b>Utilities Commission</b>	No contact has been made with Mississippi Public Service Commission (PSC) regarding 211 implementation.
<b>Legislation</b>	None yet pursued.
<b>System Design</b>	No specific decisions have been made regarding system design, though it is possible that after-hours calls may be directed to CONTACT Helpline, a 24-hour crisis line located in Columbus, Mississippi.
<b>Databases</b>	First Call For Help uses an IRis database containing entries on approximately 1,800 programs. The organization is considering other, more "web-friendly" databases for future use.
<b>Notes - Project</b>	First Call For Help (FCFH) is a small, comprehensive I&R located in Tupelo serving a 15-county region of Northeast Mississippi with a population of approximately 70-80,000. FCFH currently receives approximately 1,800 calls per month. Preliminary discussions have been held concerning the formation of a committee to develop 211.
<b>Major Issues - Project</b>	FCFH experienced a massive increase in calls between early 2000 and mid-2001. A great deal of this increase is attributed to large industry layoffs in the region. In early 2000, FCFH handled approximately 100 inquiries monthly. By mid-2001, this number had increased to approximately 1,800 calls per month. Staff efforts have therefore been dedicated almost solely to managing this increase. A third staff member was hired in August, 2001. It is hoped by FCFH representatives that more resources will be available to pursue 211 development through late 2001.
<b>LEC Involvement</b>	BellSouth
<b>Tariff</b>	A 211 tariff has been filed in Mississippi by BellSouth. Similar to tariffs throughout the rest of BellSouth's territory, this tariff requires service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office activation (BellSouth - Mississippi, "General Subscriber Services Tariff - A13.79 211 Dialing Service", effective January 15, 2001). No Monthly Recurring Charges are indicated in this tariff.
<b>Rate Structure</b>	After service establishment charges, no ongoing costs are indicated.
<b>Setup Costs</b>	Tariffed service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office activation (see "Tariff" for more information).
<b>Maintenance Costs</b>	No ongoing maintenance costs are indicated.
<b>Notes - LEC</b>	Preliminary contact has been made with BellSouth representatives regarding 211. Due to the relatively early stage of 211 implementation in Mississippi, however, no information beyond that indicated in tariff documents is available.
<b>Wireless Development</b>	No substantial progress concerning wireless access issues has been made.

**Sources**

Katherine Evers, Director , First Call For Help [updated 7/29/02]  
<<http://www.firstcallforhelpinkline.org>>

BellSouth - Mississippi, "General Subscriber Services Tariff - A13.79 211 Dialing Service",  
effective January 15, 2001. <<http://www.bellsouth.com/tariffs>>

<b>State</b>	<b>Nebraska</b>
<b>Company/Project</b>	United Way of the Midlands (UWM)
<b>Development Leaders</b>	United Way of the Midlands and First Call For Help
<b>Utilities Commission</b>	The Nebraska Public Service Commission will provided final approval for the use of the 211 number in late February, 2002. United Way of the Midlands applied to use the number in two counties (Douglas and Sarpy Counties), to function as a pilot program for the State. The number has been operational since May 1, 2002 with a formal launch taking place in mid-Fall.
<b>System Design</b>	As of early 2002, the working model for state implementation resembled the Decentralized Model. Plans call for the implementation of 2-3 calling centers and 5-6 data centers. The specific locations of each are undecided, but will be based on the service boundaries utilized by the Nebraska Health and Human Services System.
<b>Database</b>	United Way of the Midlands' First Call For Help currently utilizes an IRis database containing entries for approximately 650 agencies and 1,000 programs. The database is accessible via the World Wide Web, in hardcopy, on CD-ROM and on floppy disk. Plans for a comprehensive statewide database are being pursued.
<b>Notes-Project</b>	In 1999, a feasibility study authorized by the Nebraska Legislature and paid for by the United Way of the Midlands and Nebraska Health and Human Services found that a statewide system was not only feasible, but desirable. A recommendation from the study was to develop a pilot program and evaluate that program prior to statewide implementation. United Way of the Midlands will convert their First Call For Help to serve as the pilot program for the state. The pilot site will service Douglas and Sarpy Counties. Efforts for statewide implementation will continue. An application was made to the Nebraska Public Service Commission to add Dodge and Cass counties to the pilot. A hearing was held on the 20 <sup>th</sup> of June, 2002. The application is pending.
<b>LEC Involvement</b>	Qwest, MCI
<b>Tariff</b>	None yet submitted
<b>Rate Schedule</b>	Unknown
<b>Setup Costs</b>	Unknown
<b>Maintenance Costs</b>	Unknown
<b>Major Issues - LEC</b>	Nebraska telephone companies have submitted requests to the Nebraska Public Service Commission that a toll-free 1-800 number be established to accommodate future statewide implementation. United Way of the Midlands has acquired the 800 number for the state.
<b>Wireless Development</b>	No specific information on wireless implementation issues is available.
<b>Source(s)</b>	Jennifer Curran, 2-1-1 Coordinator – United Way of the Midlands [e-mail submission 2/15/02] [updated 7/22/02]

<b>State</b>	New Hampshire
<b>Company/Project</b>	NH Help Line / Community Services Council of New Hampshire
<b>Development Leaders</b>	New Hampshire Help Line
<b>Utilities Commission</b>	The New Hampshire Public Utilities Commission (NHPUC) has largely taken a "hands-off" approach to 211 implementation. The State 211 Commission now holds authority over 211 implementation issues (see "Major Issues - Project" for more information).
<b>Legislation</b>	<p>On July 13, 2001, Governor Jeanne Shaheen signed New Hampshire House Bill 707 establishing a 211 Commission. The commission will "...make recommendations on the design, development, and operation in New Hampshire of the 211 service code for community information and referral providers."* The Commission will consist of 13 members: three members from the State House of Representatives, three members from the State Senate, the Executive Director of the Bureau of Emergency Communications, the state Consumer Advocate, the Commissioner of the Department of Health and Human Services, and four members appointed by the Governor representing LECs, statewide I&amp;R services, local I&amp;R services, and specialized I&amp;R services. The Commission will be responsible for ensuring that any 211 system in New Hampshire complies with AIRS 211 standards, develops cooperative working relationships with 911 emergency services and governmental agencies, develops annual budgets and funding sources, and so on. The 211 Commission will be responsible for designating 211 service providers, and is expected to begin meeting by Fall, 2001. It is hoped that an implementation strategy will be available by the start of the 2002 legislative session.</p> <p>* - "New Hampshire House Bill 707; 2001 Session - An Act Establishing a 211 Commission". &lt;<a href="http://www.gencourt.state.nh.us/legislation/2001/HB0707.html">http://www.gencourt.state.nh.us/legislation/2001/HB0707.html</a>&gt;</p>
<b>System Design</b>	No specific decision has yet been made, though the "Single Call Center / Centralized Administration" model appears the most feasible and efficient option.
<b>Databases</b>	Currently, Helpline uses a customized, MS Access-based database (web-enabled) with approximately 6,000 agencies represented. Three full-time and one part-time staff members are responsible for database maintenance, which is carried out on a 12-month cycle.
<b>Notes - Project</b>	New Hampshire has a population of approximately 1.3 million. There are approximately 7 comprehensive I&R services in New Hampshire, of which Help Line operates the only statewide, 24-hour call center (one other is a 24-hour service but provides coverage only in the Lebanon area). Of the estimated 110,000 I&R inquiries made annually statewide to all I&R call centers, Help Line receives approximately 56,000 calls (the rest are divided among the other six comprehensive I&R services and a handful of specialized I&Rs). As well, Help Line's database is accessible via the web and receives approximately 9,000 hits each month.
<b>Major Issues - Project</b>	- Help Line filed a petition with NHPUC to provide 211 service in August, 2000. Response from NHPUC was "guarded" yet optimistic (as NHPUC is generally unfamiliar with I&R and therefore had little standard means of adjudicating any competing petitions). "Competing" social service agencies, however (United Way agencies, for example, of which there are 11 in New Hampshire - one of which provides I&R services), filed immediate interventions against Help Line's petition stating that they preferred the dialing code be awarded to I&R centers on a local/regional basis. These interventions appeared to have been motivated by fears of redundancy should 211 be awarded to a central, statewide service provider. In response to this opposition, Help Line conducted a series of "study



group" meetings, which included the intervening agencies and NHPUC representatives, to provide information concerning 211 implementation in other states in hopes of hinting at some form of standard criteria for adjudication. The intervening I&Rs, for example, expressed wishes that Help Line provide them with its database information so that they could provide equivalent services. Help Line generally felt that the "competing" I&Rs will be unable to deliver consistent 211 services due to, for example, under-staffing of call centers (especially with the projected 40% increase in inquiries upon 211 implementation). As well, a system of non-standardized, local/regional/statewide 211 I&R services, some providing 24-hour services while others do not, will likely create an unnecessarily complex switching/rollover model in relation to telecommunications technology. The debate became quite contentious, with one result being NHPUC opting to take a relatively "hands-off" approach to petition granting. In turn, 211 development became somewhat deadlocked until legislation was passed to create the New Hampshire 211 Commission.

<b>LEC Involvement</b>	Verizon
<b>Tariff</b>	No tariff has yet been filed.
<b>Rate Structure</b>	No specific rate structure has yet been provided by Verizon, though estimated cost projections of \$23,000-\$25,000 per year have been expressed.
<b>Setup Costs</b>	Unknown.
<b>Maintenance Costs</b>	Unknown.
<b>Notes - LEC</b>	Though Verizon has provided "efficient" response to inquiries by Helpline, little is yet known regarding specific cost projections for establishment or maintenance of future 211 systems.
<b>Wireless Development</b>	Due to the relatively early stage of LEC negotiations in New Hampshire, little specific information regarding wireless access to 211 is available.
<b>Source(s)</b>	Larry Singelais, Executive Director - New Hampshire Help Line [phone interview 2/23/01] [updated 7/24/01]  New Hampshire State Legislature. "House Bill 707; 2001 Session - An Act Establishing a 211 Commission". < <a href="http://www.gencourt.state.nh.us/legislation/2001/HB0707.html">http://www.gencourt.state.nh.us/legislation/2001/HB0707.html</a> >

<b>State</b>	<b>New Jersey</b>
<b>Company/Project</b>	New Jersey 2-1-1 Partnership, Inc. (in the process of incorporating as a subsidiary of United Ways of NJ)
<b>Development Leaders</b>	AIRS-New Jersey, United Ways of New Jersey
<b>Utilities Commission</b>	The NJ 2-1-1 Partnership submitted a petition to the New Jersey Board of Public Utilities (BPU) on May 26, 2002 requesting that the Partnership be recognized as the sole entity responsible for 2-1-1 implementation. The BPU has tentatively scheduled 2-1-1 on the agenda for their August 7, 2002 meeting.
<b>Legislation</b>	None yet pursued.
<b>System Design</b>	Centralized Administration / Multiple Call Center.
<b>Databases</b>	The Partnership is currently exploring models for database sharing with the ultimate goal of creating a statewide database.
<b>Notes - Project</b>	The partnership has planned a pilot for 2-1-1 implementation that will involve three I&Rs serving four counties. The full pilot is scheduled to be operational by January 2003. However, one county may begin by September 2002. Statewide roll out will occur in two additional phases over the next 3 years.
<b>Major Issues - Project</b>	The main issues currently facing the Partnership concern fundraising to support the centralized functions (admin, fund raising, marketing, etc.) as well as funds to support ongoing I&R functions and expansion.
<b>LEC Involvement</b>	Verizon (LEC for most of state), Sprint (LEC for a small portion of state), Warwick Valley (LEC for very small portion of the state). A Verizon representative (from the regulatory area) has been involved in the Partnership and actually volunteered to write the petition for the BPU.
<b>Tariff</b>	No indication yet that formal tariff filing will be required. Sprint indicated that they would send information about tariff to BPU as an FYI.
<b>Rate Structure</b>	No formal explanation of charges has been presented yet. A factor in the price seems to be the number of "switches" in a given service area. While the Partnership initially preferred to use the zip code routing (because of it's greater degree of accuracy), initial estimates seemed that it would be too costly. Area code and exchange routing will be used instead.
<b>Setup Costs</b>	Verizon has quoted approximately \$17,000 for the setup of the 4-county pilot. Sprint has quoted approximately \$2,000 for the setup for the pilot. Prices have not yet been sought from Warwick Valley.
<b>Maintenance Costs</b>	Initial estimates for recurring costs have been low. More information will be available soon.
<b>Wireless Development</b>	No substantial exploration of wireless access issues has yet been made.
<b>Source(s)</b>	Frances Palm, Co-Chair - New Jersey 2-1-1 Partnership; Executive Director - First Call For Help, Inc.; President - AIRS-NJ <fpalm@firstcall.org> [phone interview 8/8/01] [updated 2/6/02] [updated 2/26/02] [updated 7/10/02]  < <a href="http://www.nj211.org">http://www.nj211.org</a> >

<b>State</b>	<b>New Mexico</b>
<b>Company/Project</b>	United Way of Central New Mexico (UWCNM)
<b>Development Leaders</b>	UWCNM
<b>Utilities Commission</b>	The New Mexico Public Regulation Commission (NMPRC) has been supportive in 211 implementation, with particular reference to LEC negotiation. While NMPRC recognizes that the FCC 211 Rule does not specifically vest it with authority to determine 211 applications, UWCNM petitioned the Commission for provision of 211 service in June, 2001. This was done in order to develop and "make official" the relationship between the Commission and UWCNM.
<b>System Design</b>	Decentralized. While the 211 call center to be operated by UWCNM in Albuquerque will stand alone for a time, the design preferred for eventual implementation will closely mirror the "Multiple Call Center / Centralized Administration" model (though "administration" in this case consists primarily of telecommunications and database hosting services). Approximately five regional call centers will be linked via WAN (for database hosting and possible rollover capability) and will use REFER SQL on the central data server.
<b>Databases</b>	UWCNM utilizes a Refer 2000 I&R database. Upon development of 211 capability in other areas of the state, a centralized, statewide database (hosted by UWCNM) will be created, with each regional call center holding responsibility for maintenance of their respective "section" of the database. As each future 211 service provider in New Mexico currently uses Refer 2000, compatibility issues are minimal for the creation and use of a statewide resource.
<b>Notes - Project</b>	<ul style="list-style-type: none"> <li>- UWCNM became operational with 211 service in the Albuquerque area in October, 2001. Marketing of the service was delayed until technical issues were resolved.</li> <li>- 211 is operational in Roswell at the Family Resource &amp; Referral, Inc. for Chavez County.</li> <li>- I&amp;R representatives from other areas in New Mexico have expressed interest in 211 implementation (Farmington, Las Cruces, and Clovis). None of these agencies have pursued significant 211 development, and the 211 service to be offered in Albuquerque by UWCNM will serve to some degree as a pilot program for the state. A statewide 211 Task Force meets on a monthly basis.</li> <li>- UWCNM has operated the Ask United Way comprehensive I&amp;R service since the mid-1980s. Ask United Way operates during regular business hours, Monday-Friday and serves a population of approximately 600,000 in a four-county area centered on Albuquerque. The service receives approximately 5,000 inquiries annually.</li> </ul>
<b>Major Issues - Project</b>	No major issues or obstacles have been expressed. The primary "weakness" expressed by UWCNM representatives consists of a lack of contact with potentially helpful state agencies (Health and Human Services, etc.). While this has yet to present significant obstacles, UWCNM wishes to develop such relationships as early as possible. These relationships are now being actively pursued.
<b>LEC Involvement</b>	Qwest
<b>Tariff</b>	Qwest submitted a tariff to NMPRC for generalized N11 service (311, 511, and 711 are the other N11 codes being developed in New Mexico) in June, 2001. NMPRC protested the content of the tariff with regard to 211, asserting that rates under the tariff were too high for viable 211 development. A revised tariff was provided by Qwest in September, 2001, which requires a one-time service establishment charge of \$300.00 per-point-to number plus a fee of \$30.00 per central office activation. As well, a per-call charge

of \$.02 will be incurred by the 211 service provider.

**Rate Structure**

After service establishment and central office programming charges, a per-call rate is incurred by the 211 service provider.

**Setup Costs**

Tariffed service establishment charges of \$300.00 per point-to number plus \$30.00 per central office programming fees.

**Maintenance Costs**

A \$.02 charge per call routed is incurred by the 211 service provider.

**Major Issues - LEC**

Few obstacles to 211 implementation have been expressed.

**Wireless Development**

211 service is available for customers of Qwest Wireless.

**Source(s)**

Mike Swisher, AFL-CIO Community Services Liaison  
United Way of Central New Mexico  
[updated 7/25/02]

Qwest – New Mexico. "Exchange and Network Services Catalog; Section 10 / page 34.6 – N11 Service". Effective September 29, 2001. <<http://www.qwest.com>>